U.S. Agency for International Development
Section 1: Highlights of Agency E-Government Activities

A. Enhanced Delivery of Information and Services to the Public - Sec. 202(g)

Section 202(g) of the E-Gov Act requires agencies to provide information on how electronic Government is used to improve performance in delivering programs to constituencies. In no more than 250 words, describe one IT agency activity or initiative that enhances the delivery of information and services to the public and others, or makes improvements in government operations. This example should highlight how electronic government improved the effectiveness, efficiency, and quality of services provided by your agency.

To improve government operations in terms of effectiveness, efficiency and public transparency, USAID engages in the government-wide Open Data Reporting initiative. USAID's participation recognizes that making U.S. Government data accessible, discoverable, and usable by the Agency's partners and the international community fuels entrepreneurship, innovation, and enhanced development outcomes. The involvement in open government initiatives and the Agency's commitment to the International Aid Initiative (IATI), are proactive activities that enhance USAID's delivery of information. IATI is a voluntary, multi-stakeholder initiative that seeks to improve the transparency of aid, development and humanitarian resources in order to increase their effectiveness in tackling poverty. USAID has a policy on sharing Agency-funded data in machine readable formats for public benefit in adherence to USAID's Evaluation Policy and the Office of Management and Budget's Open Data Policy. The policy – "Automated Directives System" (ADS Chapter 579) includes the following: 1.)Highlights the use of data in strategic planning, design, implementation, monitoring and evaluation of USAID's programs; 2.)Defines USAID's data governance structure and the data clearance process; 3.)Establishes the Development Data Library (DDL) at www.usaid.gov/data; 4.)Addresses security matters and the sensitive nature of some data in unique situations; 5.)Provides guidance on creating Data Stewards in each USAID operating unit; and 6.)Creates mandatory procurement clauses and provisions that require implementing partners to submit data, in machine readable formats, created or collected with USAID funding directly to USAID.

B. Public Access to Electronic Information - Sec. 207(f)(1)(B)

Section 207(f)(1)(B) of the E-Gov Act requires that agency websites assist public users to navigate agency websites, including the speed of retrieval of search results and the relevance of the results. Provide the updated URL(s) that contains your agency's customer service goals and describes activities that assist public users in providing improved access to agency websites and information, aid in the speed of retrieval and relevance of search results, and uses innovative technologies to improve customer service at lower costs. For example, include the URL to your agency's Customer Service Plan.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://www.usaid.gov/sites/default/files/documents/1868/USAIDCustomerServicePlan2011-10-26.pdf	

Section 2: Compliance with Goals and Provisions of the E-Gov Act

A. Performance Integration - Sec. 202(b)

The E-Gov Act requires agencies to develop performance metrics that demonstrate how electronic government supports agency objectives, strategic goals, and statutory mandates. In no more than 250 words, describe what performance metrics are used and tracked for IT investments and how these metrics support agency strategic goals and statutory mandates. Please discuss performance metrics that focus on customer service, agency productivity, innovative technology adoption and best practices. If applicable, include a description of your agency's evaluation model and how it is used. Provide applicable URL(s) for performance goals related to IT.

USAID's Office of the Chief Information Officer Project Management Office assists project teams with developing and tracking performance metrics that support Agency strategic goals, statutory mandates, and other governmental goals and requirements. Unique performance measures are developed for each project in the IT portfolio. These measures focus on: 1) mission and business results that projects deliver in support of agency strategic goals; 2) customer service; 3) improvements to business processes and activities; 4) deployed technology performance; and 5) project execution. These performance measures incorporate the following metrics of effective project performance: Customer Benefit, Service Coverage, Timeliness and Responsiveness, Management and Innovation, Productivity, Technology Costs and Effectiveness. All performance measures developed for the projects are mapped to the Agency's strategic goals and objectives, thus tying project goals and performance with Agency strategic goals and statutory requirements. The performance measures are tracked through the project's development, modernization and enhancement phase into the operations and maintenance phase. USAID IT Project Governance incorporates project, configuration, security, and portfolio management processes as well as complementary enterprise disciplines, including Capital Planning and Investment Control (CPIC), Enterprise Architecture (EA), and USAID's Automated Directives System's (ADS) required policies and procedures. USAID's IT Strategic Plan details and defines USAID M/CIO's overall performance goals and IT metrics: http://www. usaid.gov/sites/default/files/documents/1868/USAID_ITStrategicPlan_2014Update.pdf

B. Accessibility - Sec. 202(c) and (d)

The E-Gov Act requires agencies to consider the impact of implementing policies on persons without access to the internet, and ensure accessibility to people with disabilities. Provide the URL(s) for your agency's website which describes actions taken by your agency in accordance with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d).

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://www.usaid.gov/accessibility	

C. Government-Public Collaboration - Sec. 202(e)

The E-Gov Act requires agencies to sponsor activities that use information technology to engage the public in the development and implementation of policies and programs. In

no more than 250 words, describe one example of how your agency utilized technology to initiate government-public collaboration in the development and implementation of policies and programs.

In August 2015 USAID's U.S. Global Development Lab announced $10 million for 45 new research projects that will address evidence gaps and advance technical capacity in critical development areas. Spanning 23 USAID partner countries, the 45 new projects are funded through the Partnerships for Enhanced Engagement in Research (PEER) program, an initiative designed to foster collaborative global research. Through the PEER program, USAID supports the public in developing countries working in partnership with U.S. government-funded researchers. These new awards will allow govern-public collaboration on a variety of crucial research areas, such as wildlife protection, biodiversity conservation, water resource sustainability, satellite monitoring of natural resources, fisheries management, food security, disaster mitigation, and others. Among the 45 new awards, the PEER program will support: 1.)Stakeholders from Afghanistan, Kyrgyz Republic, Pakistan, Tajikistan, Turkmenistan, and Uzbekistan who are generating sustainable solutions to critical water issues in the region. 2.)Use of geospatial data and satellite imagery to investigate climate change. PEER research projects will strengthen capacity of local stakeholders to integrate earth observation information in decision-making, with the goal of improved environmental management and resilience to climate change.3.)Researchers in Indonesia and Brazil tackling a broad range of biodiversity issues affecting livelihoods, food security, climate adaptation, and education. Since its launch in 2011, PEER has supported more than 190 researchers in over 40 countries, with a total investment of over $45 million.

D. Credentialing - Sec. 203

The E-Gov Act seeks to achieve interoperable implementation of electronic signatures for appropriately secure electronic transactions with Government. In no more than 250 words, describe current activities your agency is undertaking to achieve the interoperable implementation of electronic credential authentication for transactions within the Federal Government and/or with the public (e.g. agency implementation of HSPD-12 and/or digital signatures).

Homeland Security Presidential Directive 12 (HSPD-12) Personal Identification Verification (PIV) cards have been implemented for logical and physical access into USAID networks and facilities. USAID's cards are provided by the Department of State (DOS). The CIO and Office of Security worked on the installation of cards and readers to the USAID staff located in USAID Headquarters in Washington DC during FY 2015. In addition, USAID has implemented control gates within the Agency's System Development Life Cycle (SDLC) to ensure that new applications are PIV-enabled prior to deployment and that legacy systems are required to have the implementation included in their SDLC roadmap in accordance with OMB M-11-11.

E. USA.gov activities - Sec. 204 and Sec. 207(f)

In accordance with Section 204 of the E-Gov Act, www.USA.gov serves as an integrated internet-based system for providing the public with access to government information and services. In accordance with Section 207(f)(3), provide the URL(s) your agency's activities on www.USA.gov.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
. https://search.usa.gov/search/docs?affiliate=usagov&dc=7&query=USAID	
. https://www.usa.gov/federal-agencies/u-s-agency-for-international-development	

F. eRulemaking - Sec. 206

The E-Gov Act seeks to assist the public, including the regulated community, in electronically submitting information to agencies under Federal requirements, by reducing the burden of duplicate collection and ensuring the accuracy of submitted information. In no more than 250 words, provide a description of your agency's use of online electronic regulatory submission capabilities, specifically the usage of www.Regulations.gov and the Federal Docket Management System (FMDS).

USAID partners with the Environmental Protection Agency (EPA) on the eRulemaking Program. The Program is a collaborative, inter-agency effort, whose purpose is to establish a common, automated, and integrated repository for managing Federal rulemakings and non-rulemaking actions that follow a structured notice and comment process. The project consolidates the dockets of various departments and agencies and centrally manages them through a web-based environment offering services such as one-stop access, search capabilities, public comment submission, email notification, bookmarking, and electronic records management meeting the Department of Defense (DOD) 5015.2 standard recognized by the National Archives and Records Administration. The eRulemaking Program is designed to enhance public access and participation in the regulatory process through electronic systems; reduce burden for citizens and businesses in finding relevant regulations and commenting on proposed rulemaking actions; consolidate redundant docket systems; and improve agency regulatory processes and the timeliness of regulatory decisions. This Agreement between USAID and the EPA is to support the maintenance and operation of the government-wide electronic docket management system known as the Federal Docket Management System (FDMS), (publicly accessible at www.regulations.gov).USAID annually transfers funds to EPA that reflect AID's service fee for the implementation, use, and the operation and management of FDMS. Access to and use of FDMS is granted to USAID, along with all other Federal agencies and the general public. FY 2015 – 2016 Goals: Technology – Ensure FDMS/Regulations.gov is available 99.5% of the time to the public and the Federal agencies.

G. National Archives Records Administration (NARA) Recordkeeping - Sec. 207(d-e)

The E-Gov Act requires agencies to adopt policies and procedures to ensure that chapters 21, 25, 27, 29, and 31 of title 44, United States Code, are applied effectively and comprehensively to Government information on the Internet and to other electronic records. In no more than 250 words, describe your agency's adherence to NARA recordkeeping policies and procedures for electronic information online and other electronic records. Additionally, please indicate the number of electronic records that have been scheduled with NARA and any pending scheduling for electronic systems at your agency.

USAID Automated Directives System's (ADS) Chapter 502 outlines the agency's adherence to federal recordkeeping policies, including NARA (ADS Section 502.1). Under the ADS policy, the agency is directed to identify records that need to be created and maintained to conduct Agency business (and); 1. Create and preserve records that document the organization, functions, programs, policies, decisions, procedures, and essential transactions of the Agency. This includes records necessary to protect the legal and financial rights of the government and of persons directly affected by the Agency's activities; 2.Manage records according to the National Archives and Records Administration (NARA)-approved records schedules that determine where and how long records need to be maintained, and transfer permanent records to NARA; and 3.Address the creation, maintenance, use, and disposition of records, including databases, e-mail, web records, digital audiovisual materials, and records created from new and emerging technologies. At the present time, there are 84 USAID electronic records that have been scheduled with NARA according to the National Archive Records as of the beginning of October 2015.

H. Freedom of Information Act (FOIA) - Sec. 207(f)(A)(ii)

The E-Gov Act requires agency websites to include direct links to information made available to the public under the Freedom of Information Act. Provide the updated URL for your agency's primary FOIA website.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://www.usaid.gov/foia-requests	

I. Information Resources Management (IRM) Strategic Plan - Sec. 207(f)(A)(iv)

The E-Gov Act requires agency websites to include the strategic plan of the agency developed under section 306 of title 5, US Code. Provide the updated URL to your agency's IRM Strategic Plan. This plan should encompass activities in FY14. If your agency does not have an updated plan, please provide the URL to the most recent plan and indicate when an updated plan will be available.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://www.usaid.gov/sites/default/files/documents/1868/ USAID_ITStrategicPlan_2014Update.pdf	

J. Research and Development (R&D) - Sec. 207(g)

If your agency funds R&D activities, provide the updated URL(s) for publicly accessible information related to those activities, and specify whether or not each website provides the public information about Federally funded R&D activities and/or the results of the Federal research.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
https://www.usaid.gov/news-information/press-releases/ aug-28-2015-usaid-announces-10-million-new-global-	USAID PEER program: Provides information regarding R&D activities

Public Facing Agency URL(s)	Brief Explanation (if necessary)
research-collaboration	and the results of those activities.

K. Privacy Policy and Privacy Impact Assessments - Sec. 208(b)

The E-Gov Act requires agencies to conduct a privacy impact assessment; ensure the review of the privacy impact assessment by the Chief Information Officer, or equivalent official, as determined by the head of the agency; and if practicable, after completion of the review under clause, make the privacy impact assessment publicly available through the website of the agency, publication in the Federal Register, or other means. In no more than 250 words, describe your agency's adherence to this provision, including adherence to OMB's guidance pertaining to the use of IT to collect, maintain, or disseminate identifiable information, or when new systems are procured for this purpose. In addition, describe your agency's process for performing and updating privacy impact assessments for IT.

USAID publicly posts summaries of conducted PIAs http://www.usaid.gov/privacy-policy/pia-summaries. USAID's Automated Directives System (ADS) Chapter 508 details the policy directives and required procedures of the USAID Privacy Policy Program. USAID's privacy stance in regard to the protection of personally identifiable information (PII) and privacy-related protections of its employees and business partners complies with the Privacy Act of 1974 (Privacy Act). Section 508.3.3 addresses USAID's policy requirements for the creation and maintenance of Privacy Impact Assessment (PIA) statement documents. Information handling practices include both manual processes, and automated technology processes implemented by USAID. When conducting a PIA, a Chief Privacy Officer (CPO) representative may assist System Owners to identify the following: 1. PII data elements contained within the system; 2. Risks to PII that may arise from the electronic collection and maintenance of such data; 3. Sharing of PII data elements with other departments or agencies, and; 4. The physical security of the environment where PII is processed. System Owners are responsible for conducting or updating the system of record's PIA for the following circumstances: 1.For every electronic information system and manual information collection system. The Privacy Office staff will assist System Owners in this identification process; 2.Before developing, procuring, or initiating IT systems that provide for the electronic collection of information from ten or more persons (excluding federal agencies or employees); 3.When system changes, create a new privacy risk; 4.When other factors affecting the collection and handling of PII, information collection authorities, or business processes change.

K2. Privacy Policy and Privacy Impact Assessment Links - Sec. 208(b)

In addition to the narrative provided above in section K., provide the updated URL(s) for your agency's privacy policy and the website where your agency's privacy impact assessments are available.

Public Facing Agency URL(s)	Brief Explanation (if necessary)
http://www.usaid.gov/privacy-policy/pia-summaries	(USAID Privacy Policy Impact Assessment page)
https://www.usaid.gov/sites/default/files/documents/1868/508.pdf	(ADS 508 . USAID Privacy Policy)

M. Agency IT Training Programs - Sec. 209(b)(2)

The E-Gov Act calls for agencies to establish and operate information technology training programs. The act states that such programs shall have curricula covering a broad range of information technology disciplines corresponding to the specific information technology and information resource management needs of the agency involved; be developed and applied according to rigorous standards; and be designed to maximize efficiency, through the use of self-paced courses, online courses, on-the-job training, and the use of remote instructors, wherever such features can be applied without reducing the effectiveness of the training or negatively impacting academic standards. In no more than 250 words, describe your agency's IT training program, privacy training program, cross-agency development programs, and competencies reviews for IT workforce.

USAID's IT training and career/professional development programs seek to help achieve the Agency's mission and performance objectives by improving individual and organizational performance. They also support the Agency's core values of teamwork and participation; valuing diversity; customer service; results management; and empowerment and accountability. USAID's training and career/professional development programs focus on: 1.Increasing employees' knowledge and skills to improve job performance; 2.Developing employee potential to assume increased responsibility in future positions and to learn new skills for greater mobility among assignments; 3.Initiating and continuing mandatory, competency-based professional and technical training to keep knowledge and skills current and to meet professional certification requirements; and 4.Initiating and continuing training for executives, managers, and supervisors for effective performance at their current level and at higher management levels. USAID uses a range of training options to meet its mission-related individual and organizational training and development needs. These options include classroom training, distance learning, employee self-development activities, coaching, mentoring, competency-based training, career counseling, details, rotational assignments, cross training, developmental workshops, and conferences. Regarding Privacy Training, USAID's Automated Directives System (ADS) Chapter 508, Section 508.3.2 outlines Privacy Awareness Training policy. The USAID Chief Privacy Officer (CPO) provides annual privacy awareness training to all USAID employees, particularly those employees who will use or view PII data elements in the routine performance of their jobs. In addition, USAID provides targeted, role-based training to those employees who have been designated as PII custodians.